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Google unlawfully operates an automated system that impersonates a human, uses a human signature, and presents itself as a human team member

Gemini API generative-ai

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The automated system (bot) operated by Google communicates using a human name, a human-style signature, and the label "YouTube Team," creating the impression that a natural person, an employee of Google, is responding. This practice is legally prohibited.

Under the relevant laws:

1. **An automated system may not present itself as a natural person**, may not use a human name, may not sign messages as a human, and may not create the appearance of human decision-making.
   (GDPR Articles 5, 12, 13; DSA 2022/2065; EU Directive 2005/29/EC; Hungarian Fttv. Act XLVII of 2008)
2. **The service provider must clearly disclose** when the user is interacting with an automated system.
   Google does not do this; instead, the bot imitates a human identity.
3. **A bot is not a legal entity**, cannot make legally relevant decisions, cannot assume responsibility, and cannot be a "team member."
   Therefore, every communication, decision, and signature is **legally attributable to Google**.
4. The use of "Regards, Emily" and "Google YouTube Team" constitutes **a misleading commercial practice**, as it creates a false impression regarding the identity of the agent and the nature of the decision.
5. Google bears full responsibility for any communication produced by its automated system when that system imitates a human identity.
   The argument that "the AI may be wrong" is legally irrelevant, because all actions of the bot are legally considered actions of Google.

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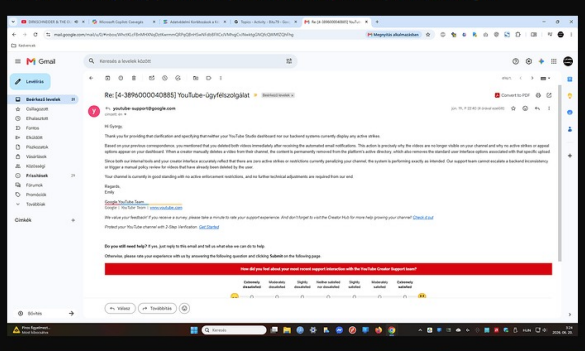
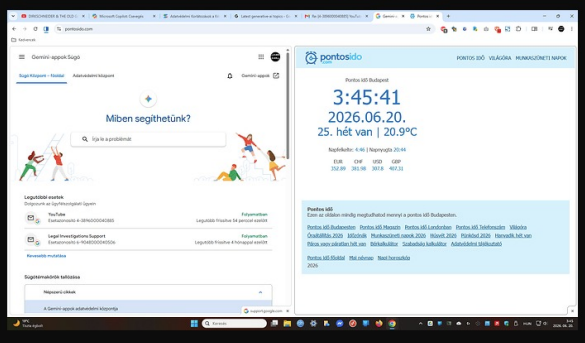
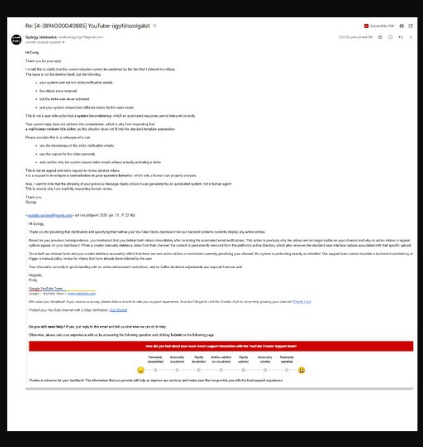
In summary:
Google unlawfully operates an automated system that impersonates a human, uses a human signature, and presents itself as a human team member.
This practice is explicitly prohibited by law, and full responsibility lies with Google.







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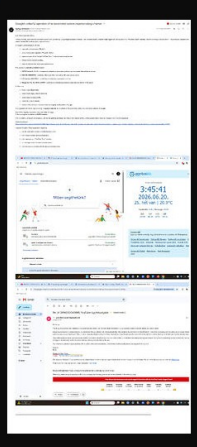

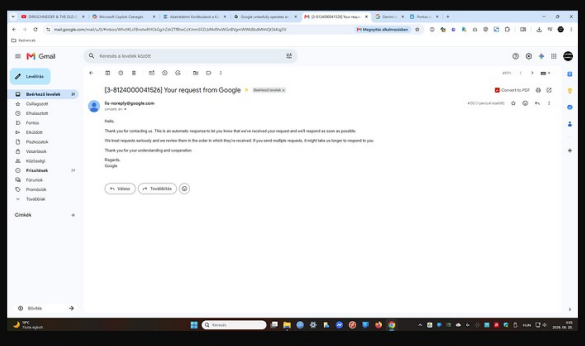

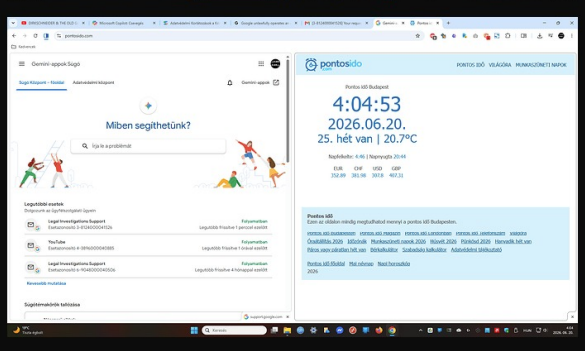

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Solution Reply

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I have officially submitted the complete documentation to Google's DPO

Solution Reply

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